



**King County**

King County Department of Development and Environmental Services



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## Extended Hours for DDES Services As Agency Moves to Four-Day Work Week Department Will Be Closed On Fridays

Effective the week of December 15, 2008, DDES' operating hours will move to a ten hour-per-day, four days-per-week work schedule. The department will be closed on Fridays. There are a variety of reasons for implementing this schedule change: First, our surveyed customers have repeatedly told us they would like extended operating hours at DDES. A 4x10 schedule will allow the building to be open for business from 7 a.m. until 5 p.m., four days per week. This provides customers with an additional hour of access to DDES staff each of the four days DDES will be open.

The DDES Permit Center will also extend the hours it provides free technical assistance. Under these new operating hours, free technical assistance will be available from 7 a.m. until 9:30 a.m., which is an additional half-hour of service each day Monday through Thursday. During these time frames, DDES subject matter experts are available in the Permit Center to answer technical questions for property owners and permit applicants. Customers often use this service to ensure that permit applications are correctly assembled prior to an intake appointment.

There are also clear environmental benefits to the new DDES operating schedule. A Friday closure is one extra day per week that DDES will not have to heat its building or use any significant amount of electricity. This is also one day per week when employees who drive will not have to use gasoline to commute to work. On the other four days per week when the department is open, employees will be commuting during off-peak periods (coming to work earlier and staying later) and, therefore, they will be using their vehicles more efficiently and easing traffic congestion. Finally, with more staff on a consistent schedule, there will be more opportunity for carpooling and ride-sharing.

Finally, this new schedule will enhance the quality of life for DDES employees, providing one extra day per week to stay home and devote time to personal priorities. Staff at DDES do valuable work that has significant public health and safety benefits. DDES is pleased to offer staff an opportunity to better balance professional and private priorities.

DDES is committed to quality customer service. DDES already has an extensive web site at [www.kingcounty.gov/permits](http://www.kingcounty.gov/permits). However, if you have thoughts on additional on-line services this department can provide to customers during Friday closures, DDES wants to hear from you. Please contact Paula Adams, Public Information and Records Officer at 206-296-6682, or [paula.adams@kingcounty.gov](mailto:paula.adams@kingcounty.gov).

### DDES VALUES

## Communication:

We strive to communicate effectively with our community, customers, and colleagues through listening, educating and sharing current information.

## Community Environmental Health Is Now Located in the DDES Building Permit Customers Now Have One-Stop Shopping

Staff from the Community Environmental Health Section of Public Health – Seattle & King County are now co-located with DDES staff in Renton to provide mutual customers with enhanced customer service and full service permitting functions. DDES welcomes the Public Health team enthusiastically and looks forward to enhanced communication, permit processing efficiency, and overall service to the public. Community Environmental Health protects the public through the following services associated with construction and land use:

- **Sewage Disposal/Platting and Land Development:** Staff in this program review sewage disposal and septic system plans. Hundreds of sewage systems and septic tank installations are inspected each year, since faulty tanks and systems may result in the leakage of raw sewage into the ground and surface water systems. Staff educate installers and sludge haulers, investigate complaints about sewage leaks, and conduct surveys of areas with high rates of failing systems. In unincorporated King County, they also evaluate land development projects to ensure adequate water supply and sewage disposal systems.

- **Water Quality:** Many small public water systems provide drinking water to people living in King County. Inspectors work with these smaller systems on appropriate well site locations, planning, and system installation. They also evaluate and test individual water systems, providing approximately 3,500 consultations and 300 inspections per year.

- **Plumbing and Gas Piping:** Plumbing installations, including waste drains, vent piping, and gas piping systems are inspected each year for compliance with local regulations and the uniform plumbing code. Approximately 32,000 plumbing and gas piping inspections are conducted each year by the Plumbing and Gas Piping team.

As of December 15, 2008, Community Environmental Health staff services will be available during the same operating hours as DDES: Monday through Thursday, 7 a.m. until 5 p.m.

For additional information on Public Health's Community Environmental Health Section, please contact Larry Fay, Environmental Health Manager, at 206-296-9733 or [larry.fay@kingcounty.gov](mailto:larry.fay@kingcounty.gov).

## Customer Service Numbers

### Director's Office

#### Director

Stephanie Warden.....206-296-6700

#### Deputy Director

Joe Miles.....206-296-7179

#### Public Information

Paula Adams.....206-296-6682

#### Human Resources Service Delivery Manager

Lance King.....206-296-6612

#### Human Resources Manager

Kathy Graves.....206-296-6725

### Administrative Services Division

#### Finance Management Supervisor

Elaine Gregory.....206-296-7139

#### Information Systems Supervisor

Tom McBroom.....206-296-6706

### Building Services Division

#### Division Director

Jim Chan.....206-296-6740

#### Permit Center Supervisor

Jarrod Lewis.....206-296-6713

#### Building Review

Chris Ricketts.....206-296-6750

#### Building Inspections Supervisor

Bernard Moore.....206-296-6762

#### Site Engineering and Planning Supervisor

Mark Bergam.....206-296-7270

### Fire Marshal Division

#### Fire Marshal

John Klopfenstein.....206-296-7071

### Land Use Services Division

#### Division Director

Randy Sandin.....206-296-6778

#### Site Development Services Supervisor

Doug Dobkins.....206-296-7087

#### Engineering Review Supervisor

Molly Johnson.....206-296-7178

#### Current Planning Supervisor

Steve Bottheim.....206-296-7144

#### Critical Areas Supervisor

Pesha Klein.....206-296-7274

#### Land Use Inspections Supervisor

Steve Townsend.....206-296-7204

#### Code Enforcement Supervisor

Deidre Andrus.....206-296-6656

### Customer Service Numbers

DDES Customer Information Line.....206-296-6600

Permit Application Appointments.....206-296-6797

DDES Billing Hotline.....206-296-6659

DDES Records Center.....206-296-6696

Code Enforcement .....206-296-6680